

## QUESTIONS AND ANSWERS

### Q 1. What's changing?

PHSA's expanded mandate will enable PHSA to partner more effectively with the Ministry of Health and regional and First Nations health authorities to drive system-wide changes, including increased coordination and integration to better serve patients through a more unified system of care.

Overall, the mandate delegates province-wide responsibilities to PHSA in four key areas:

- Clinical coordination and oversight
- Clinical services delivery
- Commercial services
- Coordination and oversight of information management and digital/information technology

As a first step, today we are focusing on the immediate priority of bringing consolidated services together to ensure better coordination. PHSA will immediately assume responsibility for the following:

- Pharmacy (formerly Fraser Health)
- Diagnostic Imaging (formerly Vancouver Coastal Health)
- Facilities Management (formerly Fraser Health)
- Integrated Protection Services (formerly Fraser Health)
- Biomedical Engineering (formerly Providence Health Care)
- Business Initiatives and Support Services (formerly Vancouver Coastal Health)
- Health Information Management (formerly Providence Health Care)

The Ministry of Health has directed PHSA to assess options for service-delivery models for these services, including assessing the value of potentially expanding them provincially. To aid in this assessment, effective immediately, the leaders of these services will report directly to PHSA senior executive Tom Chan. Tom will be the single point of contact for the leaders of these services and for the health authorities in order to expedite the assessment process. In addition, PHSA will be assessing existing PHSA-led consolidated services (Information Management and Information Technology Services, Pathology and Laboratory, and Interpreting Services); BC Clinical and Support Services, and Time-keeping and Scheduling services to determine the best service-delivery model and whether these services should be offered to all health authorities in B.C. **(See table below.)**

PHSA will provide recommendations to the Ministry for their review and decision-making.

✓	<b>Health Authorities that currently subscribe to service</b>
	<b>BCCSS Support Services (HSSBC)</b>
	<b>Lower Mainland Consolidation (LMC)</b>

	FHA	IHA	NHA	PHC	PHSA	VCH	VIHA
Revenue Services				✓	✓	✓	
Payroll				✓	✓	✓	
Employee Records & Benefits				✓	✓	✓	
Supply Chain <sup>1</sup>	✓	✓	✓	✓	✓	✓	✓
Accounts Payable	✓	✓	✓	✓	✓	✓	
Technology Services <sup>2</sup>	✓			✓	✓	✓	
Technology Contract Oversight <sup>3</sup>	✓	✓	✓	✓	✓	✓	✓
Facilities Management	✓			✓	✓	✓	
Integrated Protection Services	✓			✓	✓	✓	
Biomedical Engineering	✓			✓	✓	✓	
Health Information Management	✓			✓	✓	✓	
Information Management and Information Technology Services				✓	✓	✓	
Interpreting Services	✓			✓	✓	✓	
Business Initiatives and Support Services	✓			✓	✓	✓	
Pharmacy Services	✓			✓	✓	✓	
Pathology & Laboratory	✓			✓	✓	✓	
Integrated Medical Imaging	✓			✓	✓	✓	
1. Procurement, inventory and warehousing 2. Storage/ Servers, network/voice services, architecture, security 3. Desktop management, Kamloops Data Centre							

**Q 2. How do patients benefit from these changes?**

Our shared goal with the Ministry of Health, our health authority partners, and other health stakeholders is to work together to enhance one system of care that is easier for patients to navigate, and equally accessible with consistent and appropriate standards and evaluation. Ultimately, the aim is

to reduce inconsistencies in the quality of care and service across the province, and to reduce bureaucratic bottlenecks.

**Q 3. When do these changes take effect?**

The Ministry of Health has asked PHSA to complete an assessment of the appropriate service delivery model for all consolidated services. To assist with this assessment phase, effective immediately, the most senior leader currently accountable for the service line in Lower Mainland health authorities will report to PHSA executive Tom Chan.

PHSA will also begin assessing existing PHSA-led consolidated services (Information Management and Information Technology Services, Pathology and Laboratory, and Interpreting Services) and BC Clinical and Support Services.

**Q 4. Will there be any job loss?**

There will be no unionized job loss due to the immediate consolidation. We want to emphasize that these are largely administrative changes. Unionized staff will retain their seniority rights, salaries and benefits.

**Q 5. Will these employees become PHSA employees?**

Over the next months, PHSA will be assessing the best operating model for these services and discussing the options with health authority CEOs and other stakeholders. Recommendations will go to the Ministry of Health for their review and decision-making. We will provide regular updates as the work progresses. In the meantime, employees will continue to remain employees of their current health authority.

**Q 6. Will employees in the affected services be moving offices or reporting to new bosses?**

In the short term, only the senior leaders for the Lower Mainland consolidated services will transfer from their host organization to PHSA and report to PHSA executive Tom Chan. All other reporting relationships remain the same.

We will provide updates as the work progresses, and we appreciate your patience and understanding while we complete the assessment.

**Q 7. How long will the assessment take and who is assisting with it?**

We are aiming to conclude the assessment no later than end of the summer. We've enlisted Ernst and Young to guide the process.

**Q 8. Who approves the recommendations?**

The recommendations will be reviewed and approved by the Ministry of Health, with discussion at the Leadership Council, and the final decision-making authority rests with the Ministry of Health.

**Q 9. The original Lower Mainland consolidated services initiative had a cost-savings target. Is there a cost-savings target with this change?**

No. There are no cost-savings targets associated with moving these services to PHSA. Ultimately, our shared goal with the Ministry of Health, our health authority partners, and other stakeholders is to work together to strengthen one system of care that is effective and efficient and easier for patients to navigate, and equally accessible with consistent and appropriate standards of care across the province.

**Q 10. If there are no cost savings or job loss, what is the purpose of the assessment?**

The assessment will focus on the best way to provide these services in the future and determine which services could be expanded to serve the whole province.

**Q 11. Do the changes announced today require consultation with the unions?**

We have had excellent discussions and support from the unions for the transfer of BCCSS consolidated services and staff into PHSA. Specific to the Lower Mainland consolidated services our unionized employees are not directly affected by this change. Formal consultation with the unions will take place if decisions are considered that will affect employee terms and conditions and collective agreements.

**Q 12. How do these changes affect health authorities outside of the Lower Mainland?**

PHSA will be assessing whether services that were formerly the Lower Mainland consolidated services could potentially be operated on a provincial basis. The assessment will also include services currently performed by BC Clinical and Support Services (soon to be amalgamated with PHSA) to see whether these services should be offered to all health authorities. The first step will be to collect data and do the analysis to determine recommendations that will go to the Ministry for their review and decision-making.

**Q 13. What's happening with the amalgamation of BCCSS?**

The announcement today builds on the Minister's direction to PHSA earlier this year to amalgamate BC Clinical and Support Services, including BC's Agency for Pathology and Laboratory Medicine, the BC Provincial Blood Coordinating Office, Financial and Employee Services, Supply Chain, and Technology Services. We are on track to complete that amalgamation by early summer. BC Clinical and Support Services will also be assessed to see whether these services should be offered to all health authorities in B.C.

**Q 14. How does today's announcement affect vendors?**

The transition does not affect current vendor-client relationships. Vendors will continue to work with the same health authority contacts, using the same contact details, including phone and email. Overall, PHSA is accountable for contract negotiations through Supply Chain services.

During the assessment phase, regional health authorities not subscribing to the provincial support services must maintain their existing services, including funding. Any suggested changes must be at the recommendation of PHSA and approved by the Ministry.

**Q 15. How can I get more information?**

You can send questions via email to [phsacomm@phsa.ca](mailto:phsacomm@phsa.ca)